2009

TEAM2 TRAINER DEVELOPMENTAL GUIDE

TO BE USED IN CONJUNCTION WITH THE VIDEO "TEAM2 TRAINING"

Tell - Show - Do - Review

NAME: _____ **DATE:** _____

CREATED BY THE CHUCK E. CHEESE'S TRAINING DEPARTMENT.

VALIDATION CHECKLIST

CAST MEMBER GENERAL JOB FUNCTION VALIDATIONS:

DATE	GM	Cast	
____	____	____	KID CHECK
____	____	____	MERCHANDISE
____	____	____	RESTROOMS
____	____	____	BEVERAGE BAR
____	____	____	SALAD BAR (UPICS)
____	____	____	RUNNING and BUSSING
____	____	____	HOSPITALITY
____	____	____	CHARACTER

CAST MEMBER AREA SPECIFIC VALIDATIONS:

DATE	GM	Cast	
____	____	____	KITCHEN
____	____	____	CASHIER
____	____	____	SHOWROOM/HOSPITALITY
____	____	____	GAMEROOM
____	____	____	BIRTHDAYS
____	____	____	CHARACTER

TELL

DATE: _____

GM _____ Cast _____

Discuss with your GM the requirements for training process - make sure that you are up for the challenge.

CONGRATULATIONS!!!

We have selected you because we believe you can make a difference. You must take what you know and show it to others. Do you really want to do it? Do you really want to make your store the best? If so, be focused and uncompromising in doing the right things the right way.

You have been selected to join our team as a "TEAM2" Trainer. You are the role model of our restaurant and must have the highest standards possible. This is not just limited to the cleanest and correct uniform, but also your ability to demonstrate the following Trainer Attributes:

- Demonstrate the **"Magic Maker" Mentality**
- **Job Knowledge** - Know the manual inside and out
- **Communication Skills**
- **Desire to Train**
- **Organization** - set up your training shifts
- **Credibility** with fellow Cast Members - you're the leader of the pack
- **Patience** - the new cast member doesn't know as much as you - take your time
- **Enthusiasm** - make it fun
- **Effective use of questions** - constant quizzing makes training stick
- **Leadership**
- **Self-starter**
- **Availability** and **commitment**

The TEAM2 Trainer's Responsibilities:

- Continue to perform assigned job functions delegated by management
- Train new "Star Cast Members" on assigned job function
- Cross train existing Cast Members on additional job functions
- Conduct on-going training with all existing Cast Members
- Communicate with management on all Cast Members progress and performance
- Your manager has hired that "Diamond in the Rough", it's your job to polish them and make them shine!
- Be the Standard Bearer of all CEC standards

With a lot of help from your Manager and the use of the tools provided to you, you're well on your way to an exciting challenge as a TEAM2 Trainer.

TELL

I AM TEAM2

Now you know the twelve attributes, but are you ready to apply them? Let's see how they relate to you. Place an A, B or C next to each definition to see how you rate. Discuss which attribute applies to each definition (there may be more than one attribute.)

A = Exceeds the expectation: This is what you are known for!
B = Meets the expectation: You are right on track.
C = Below the expectation: You should focus on improving this trait before committing to being a Team2

ATTRIBUTE	DEFINITION	RATE
	I am available when it's time to train and when it's time to perform. I can be counted on and am committed to being the best.	
	I am this location's training department. I make things happen and I make everyone I work with better.	
	I know what our guests expect. I go above and beyond their expectations. I know how important each guest is and treat them great so they return again and again.	
	I am the expert in my field. I know the manuals inside and out. When someone needs an answer, they come to me. If they need to see how it's done, they watch me!	
	I love to teach! I know that there is more to training than the first few weeks. Training moments happen all the time, and I take advantage of every one.	
	I know our training program. I prepare for all training sessions; all materials are current and available. I am all about NCO!	
	Everyone knows I practice what I teach. I am fair and consistent. You can count on me to do the right thing.	
	I remember my first few days. I understand that not everyone gets it the first time. I won't give up; I'll try another approach. I'll take the time it takes to train the right way.	
	I make work fun! By leading a LIVE show or calling for a "Fun Check," I get others involved. I understand training is interactive and I crave feedback.	
	I know we forget what we don't practice. I am constantly quizing myself and those I work with. Bet you can't stump me!	
	I keep my managers informed of cast member progress. I set clear expectations for the new cast members I am training.	
	I believe there is a right way to do things--Chuck E.'s way. That's how I do things. They're done the right way, the first time, every time. I won't let my team or my guests down. I am a leader. I am a Team^2.	

Why do we have the attributes...?
To ensure that every guest leaves happy. Let's take a look at a perfect guest visit...

(WATCH GUEST VISION VIDEO)

TELL SIGN OFF

Discussion with GM

GM	Cast	
____	____	CONGRATULATIONS!!!
____	____	I Am Team²
____	____	Our goal as a whole - Building Sales by making sure that Every Guest Leaves Happy through an Immaculate Facility, a Consistent and Flawless Product and Magical Hospitality.
____	____	Follow-up video discussion.

Assignment:

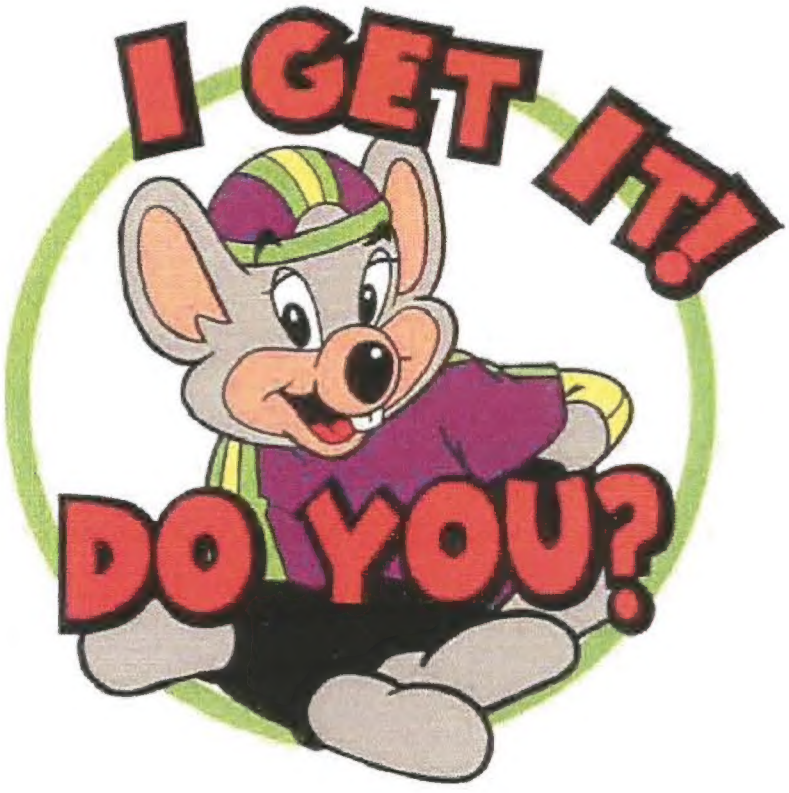
GM	Cast	
____	____	You need to begin to study for your Cast Member test. You must take the entire general test, as well as your area of specialty. The test will be taken orally, and administered by the GM, who will focus on the why's as well as the what's. You need to be able to explain all the answers as well as answering them.

HEY---WAY TO GO!! YOU JUST FINISHED THE TELL SESSION.

DATE: _____

WHY TRAIN?

- It's your cast that determines the guest experience - Not just you and the managers.
- Your team will do as much or as little as you allow them to do.
- The way you treat your cast determines how they will treat you and your guests.
- The more you expect, the more you have to train them.
- If a trainee errs, look to see what YOU could have done to prevent it.



THE TRAINING PROCESS

Being prepared is the first step to a successful training shift. "Get Ready" ahead of time so "Executing" the training day is much smoother for the trainee.

GET READY:

- Know the amount of material to be covered that day. (Follow the Team2 script cards.)
- Ensure all tools, equipment, materials, and videos are ready and set-up.
- Review the material you will be training. Remember, you never stop learning.
- Greet the new cast member at Kid Check and inspect their uniform before they clock in.

EXECUTE:

- Use your Team2 Script Cards while you train.
- Constantly ask questions. The more they say it, the better it will stick.
- Keep the training session up beat. Make it FUN!
- Use the TELL * SHOW * DO * REVIEW method.

57 25 53 21 9

33 49 16

17 1 43 5

3 37 45 44

19 41 48

15 29 32 4

59 47 13 8 40

39 27 23 36 20

24 52

7 31 2 28

35 58 56

26 55 11 12

18 38 30

51 54 60

6 22 10

14 46 42 50

34

57 25 53 21 9

33 49 16

17 1 43 5

3 37 45 44

19 41 48

15 29 32 4

59 47 13 8 40

39 27 23 36 20

24 52

7 31 2 28

35 58 56

26 55 11 12

18 38 30

51 54 60

6 22 10

14 46 42 50

34

57 25 53 21 9

33 49 16

17 1 43 5

3 37 45 44

19 41 48

15 29 32 4

59 47 13 8 40

39 27 23 36 20

24 52

7 31 2 28

35 58 56

26 55 11 12

18 38 30

51 54 60

6 22 10

14 46 42 50

34

The TELL-SHOW-DO-REVIEW Method

TELL: Explain the information and steps involved.
Give crystal clear direction.
Explain exactly what you expect and what the standards are and look like.

SHOW: Demonstrate the task.
Talk through the key points.
Have them tell you how to do it as you are demonstrating it.
Show them the standard!

DO: Let them do it.
Have them tell you the key points and steps as they do it.
Let them do it! Let them do it! Let THEM do it!
This is how they learn!

REVIEW: Review their performance.
Give immediate feedback and re-train if necessary.

SHOW SIGN OFF

Train the Trainer

GM Cast

____ ____ WHY TRAIN?
____ ____ THE TRAINING PROCESS
____ ____ NUMBERS EXERCISE
____ ____ TELL...SHOW...DO...REVIEW...
____ ____ HOW DO WE USE THE SCRIPT CARDS?

MANAGER TRAINS JOB FUNCTIONS WITH SCRIPT CARDS.

GM Cast

____ ____ FOLLOW-UP DISCUSSION

Mentor Assignment:

GM Cast

____ ____ You will be assigned (by the GM) an existing employee in your prospective section:

_____

(FILL-IN EMPLOYEE'S NAME.)

You must spend quality time before session 4 mentoring and improving these employee on the specific job functions designated by the GM.

_____

_____

_____

(LIST JOB FUNCTIONS)

DATE: _____

WATCH CM TRAINING VIDEO.

(CAST MEMBER TRAINING VISION)

COACHING

Being a great trainer is much like being a great coach. We have a playbook (School of Service & School of Kitchen Manuals) that we give to our players (Star Cast Members) that show them the game plan.

ASSIST: Teach, help, and guide them to the desired result.

MOTIVATE: Every person needs certain things to motivate them such as praise, recognition, caring, showing concern, etc. The success is in doing it right!

CHALLENGE: If you always do what you always did, you'll always get what you always got. Keep them out of the rut. Be a fresh set of eyes for them. Raise the bar of excellence.

IMPROVE: Make them better. Give them your wisdom.

PRAISING AND REDIRECTING

No one is perfect. Mistakes will happen, especially early in one's training. When delivering correction, focus on the behavior or action, not the person. Praise them for what they are doing well. Coach the incorrect behavior - it's their actions you are dealing with, not them personally.

"Great job saucing that pizza, John! Just make sure you totally cover it with the cheese so the sauce doesn't burn. There you go. Great job!"

"Way to suggestively sell, Christin! Don't forget to explain the service sequence to the guest. We don't want them to get lost. We'll get 'em next time."

"Brian, that's a great looking pizza! Remember, you must use scales to give our guests a consistent product. You're so fast, you can use the scales and still get the food out in under 10 minutes. Thanks!"

REMEMBER, DON'T FIND FAULT, FIND A SOLUTION!

ESTABLISHING CREDIBILITY

ACTIONS FOLLOW ATTITUDES:

Their actions will follow your attitude. Everything that comes out of your mouth is gospel to them. Teach the standards in the manuals. Set the tone and the pace. Be excited everyday. We are on stage when the front doors are unlocked. That new Star Cast Member is an actor in our show. You are not only a fellow actor, you are also the director - they will follow your lead.

EMOTIONAL BANK ACCOUNT:

To gauge yourself on your effectiveness as a trainer, your cast should do what you want even when you're not around. To influence others is a huge undertaking. Look at people's emotions like you would a bank account. You need to have enough money in the bank account (deposits) if you want to make a withdrawal. If you don't, you will overdraw the account. When people trust and believe in you, they will also do the right things. To develop that trust, put deposits in their emotional bank account.

Deposits:

- COURTESY
- PRAISE
- LISTENING
- SINCERITY
- HIGH STANDARDS
- FEEDBACK
- KEEPING PROMISES
- ABILITY TO APOLOGIZE
- PUBLIC RECOGNITION

Withdrawals:

- IGNORING
- OVERREACTING
- THREATENING
- LYING
- DOUBLE STANDARDS
  (DO AS I SAY, NOT AS I DO)
- BREAKING PROMISES
- NEGLECT
- GOSSIPING

DO SIGN OFF

Motivational Training

GM	Cast	
____	____	COACHING
____	____	PRAISING AND RE-DIRECTING
____	____	ESTABLISHING CREDIBILITY
____	____	How can we use the motivational training to enhance the training of our cast member _____?

TRAIN THE TRAINER:
ROLE PLAY TEST AND VALIDATIONS USING EFFECTIVE COACHING AND RE-DIRECTING SKILLS

GM	Cast	
____	____	Follow-up discussion
____	____	Evaluate the training process of employee _____.

TRAIN GM ON JOB FUNCTIONS
CAST MEMBER GENERAL FUNCTION VALIDATIONS

Date	GM	Cast	
____	____	____	KID CHECK
____	____	____	MERCHANDISE
____	____	____	RESTROOMS
____	____	____	BEVERAGE BAR
____	____	____	SALAD BAR (UPICS)
____	____	____	RUNNING and BUSSING
____	____	____	HOSPITALITY
____	____	____	CHARACTER

DO SIGN OFF

TRAINING A NEW CAST MEMBER WITH GM/AOI MANAGER CAST MEMBER AREA SPECIFIC VALIDATIONS.

Date	GM	Cast	
____	____	____	KITCHEN
____	____	____	CASHIER
____	____	____	SHOWROOM/HOSPITALITY
____	____	____	GAMEROOM
____	____	____	BIRTHDAYS
____	____	____	CHARACTER

Discussion

GM	Cast	
____	____	Your strengths and areas of opportunity as a Team^2 following all training validations.

District Manager Sign Off & Validation

DM	
____	Discussion of your Team^2 Training experience.
____	Review and Validate your abilities as a Team^2 Trainer in your area and CEC General.
____	Award 2009 Team^2 Pin.

REVIEW

DATE: _____

TEAM2 PLEDGE

To truly become an official member of the TEAM2 branch campus of Chuck E. Cheese's University, you must take the TEAM2 "Oath of office". You must believe! You must bleed pizza sauce! You should take this pledge as a team to uphold the fine traditions established at Chuck E. Cheese's University. Upon successful completion of your TEAM2 training certification process, you will be an official "Professor of Cheese-ology" for Chuck E. Cheese's University. You must fulfill the roles and responsibilities of a TEAM2 at all times or lose your TEAM2 title. So, let's do it!

I, (STATE YOUR NAME) PROMISE TO ENSURE THAT EVERY GUEST AND CAST MEMBER LEAVES HAPPY. MY JOB IS THE DIFFERENCE. I'LL TAKE THE GUEST EXPERIENCE TO THE NEXT LEVEL BY BEING UNCOMPROMISING IN MY TRAINING STANDARDS. I WILL ALSO ENSURE THAT TRAINING IS FUN!
WHOOOOOAAA CHUCK E!

CEC TEAM² TRAINER DEVELOPMENTAL GUIDE

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